

A METHOD, SYSTEM, AND STORAGE MEDIUM FOR PROVIDING
A DISCIPLINED APPROACH TO BUSINESS MANAGEMENT ACTIVITIES
Shirley Vigil
Docket No. 030475 (BLL-0170)

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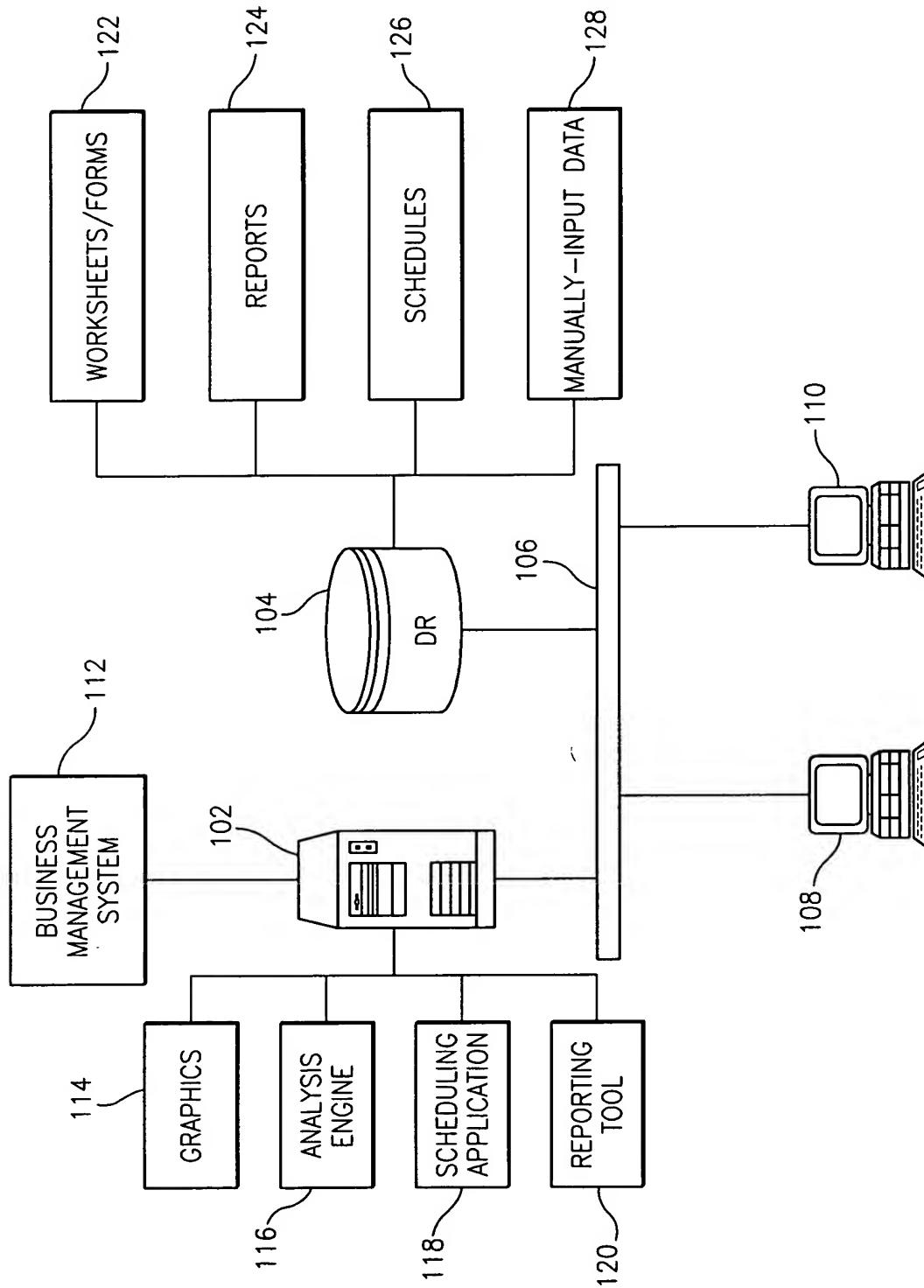


FIG. 1

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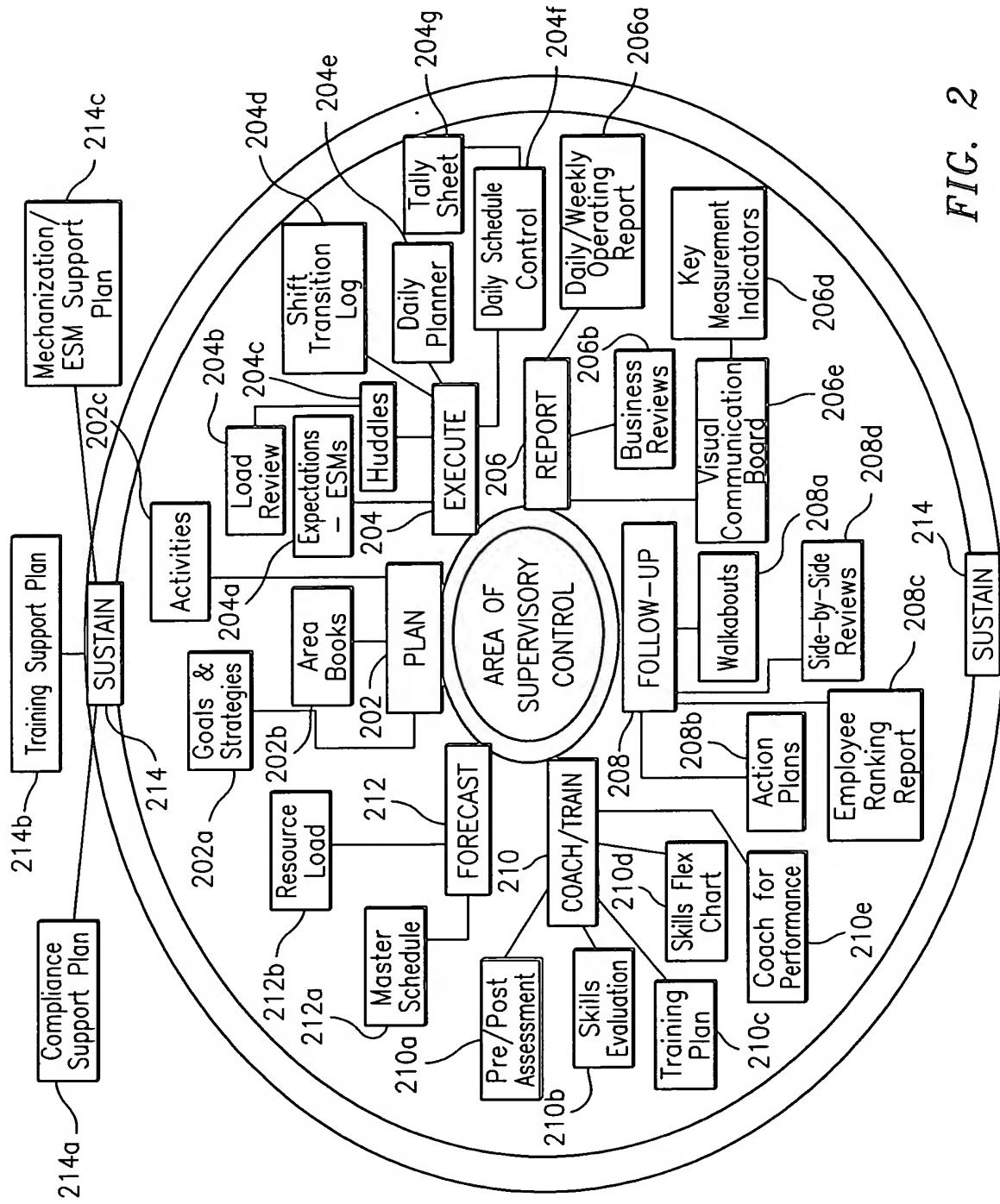


FIG. 2

A METHOD, SYSTEM, AND STORAGE MEDIUM FOR PROVIDING
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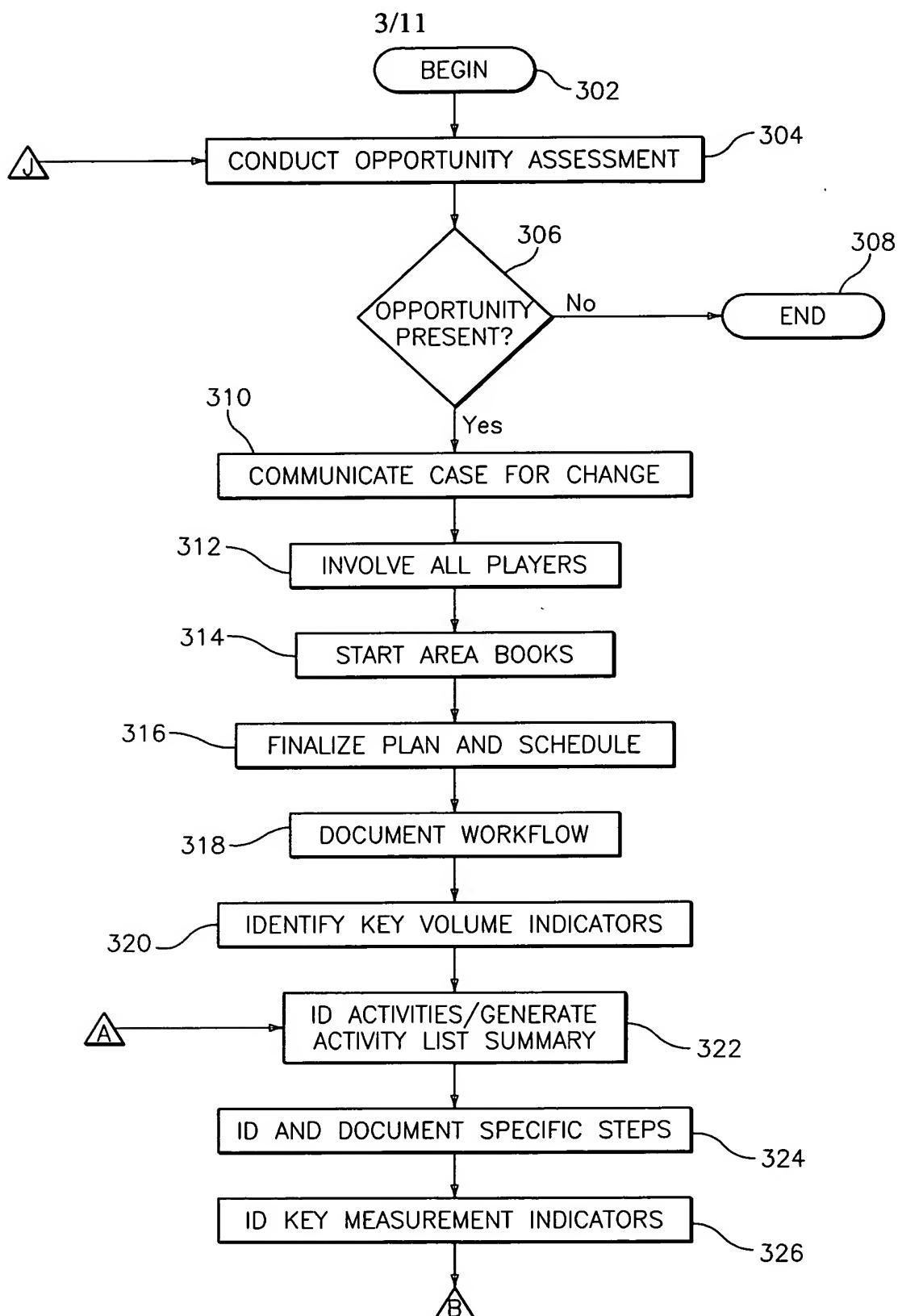


FIG. 3

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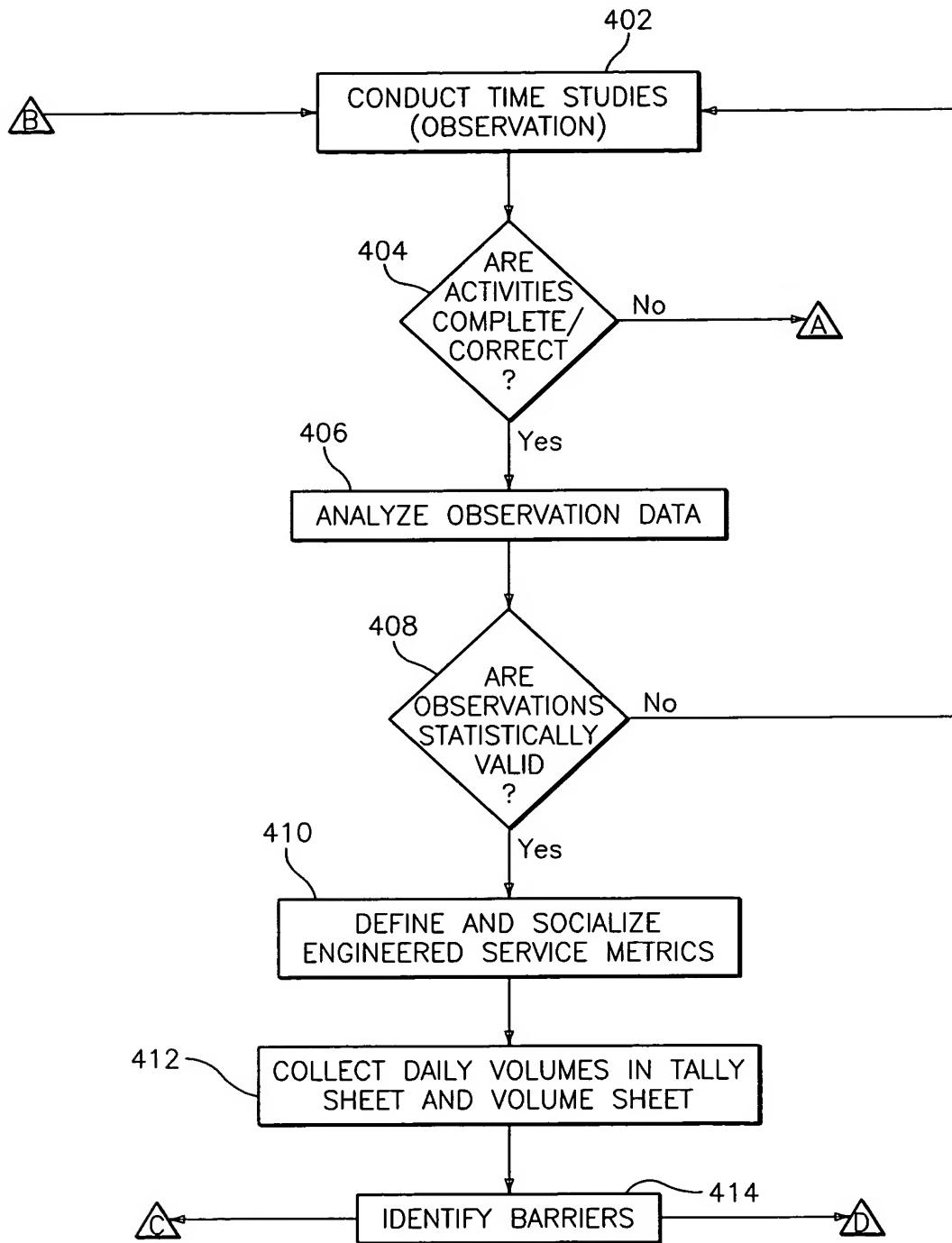


FIG. 4

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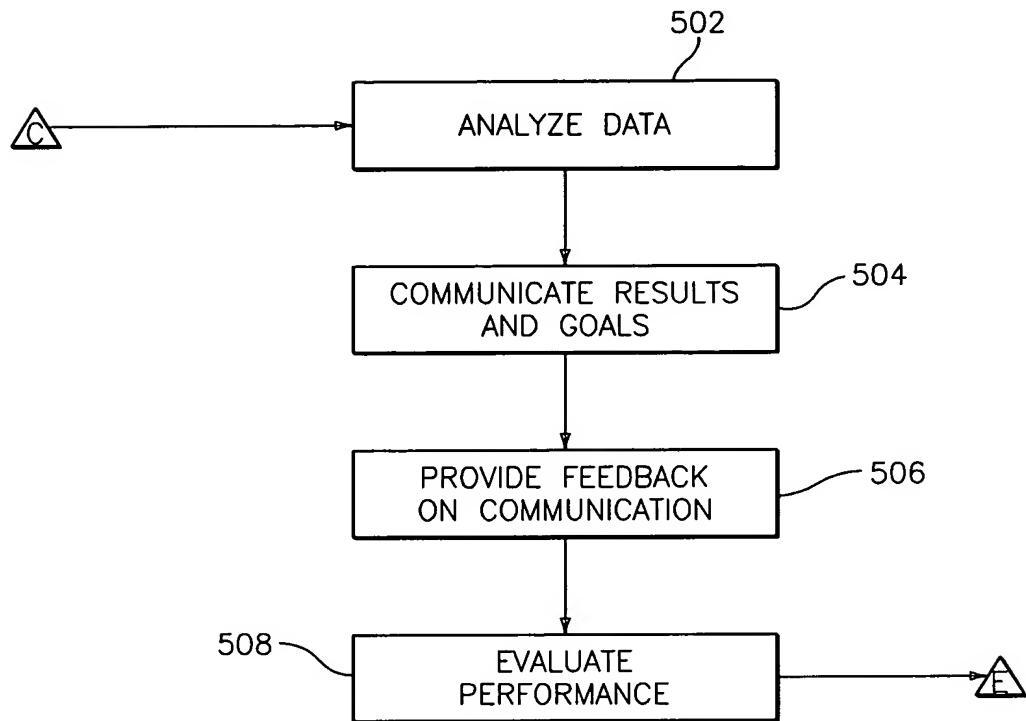


FIG. 5

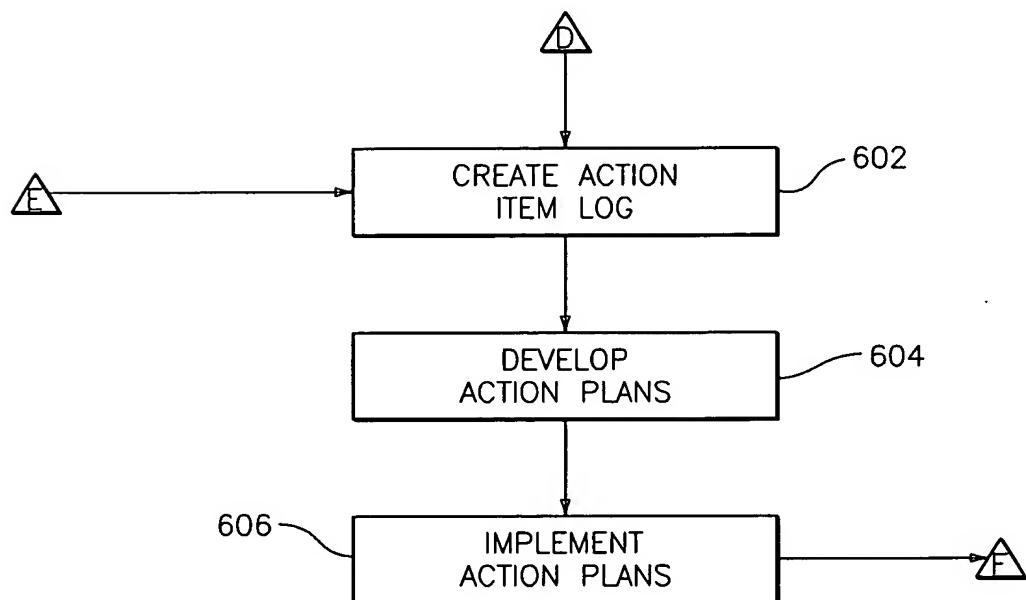
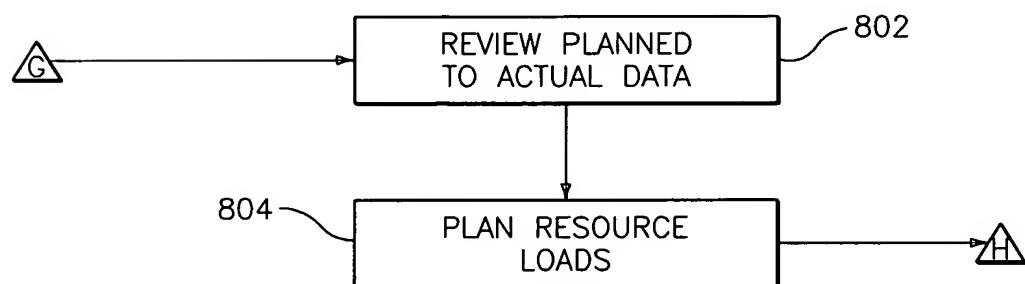
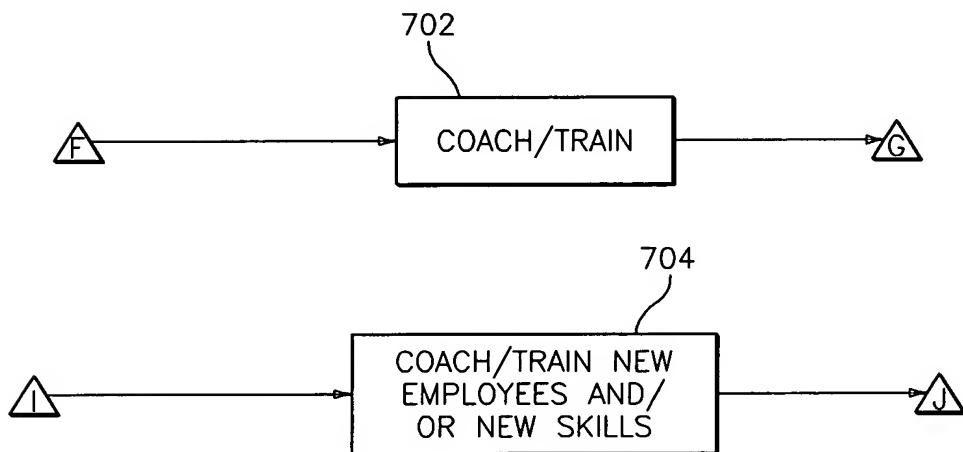


FIG. 6

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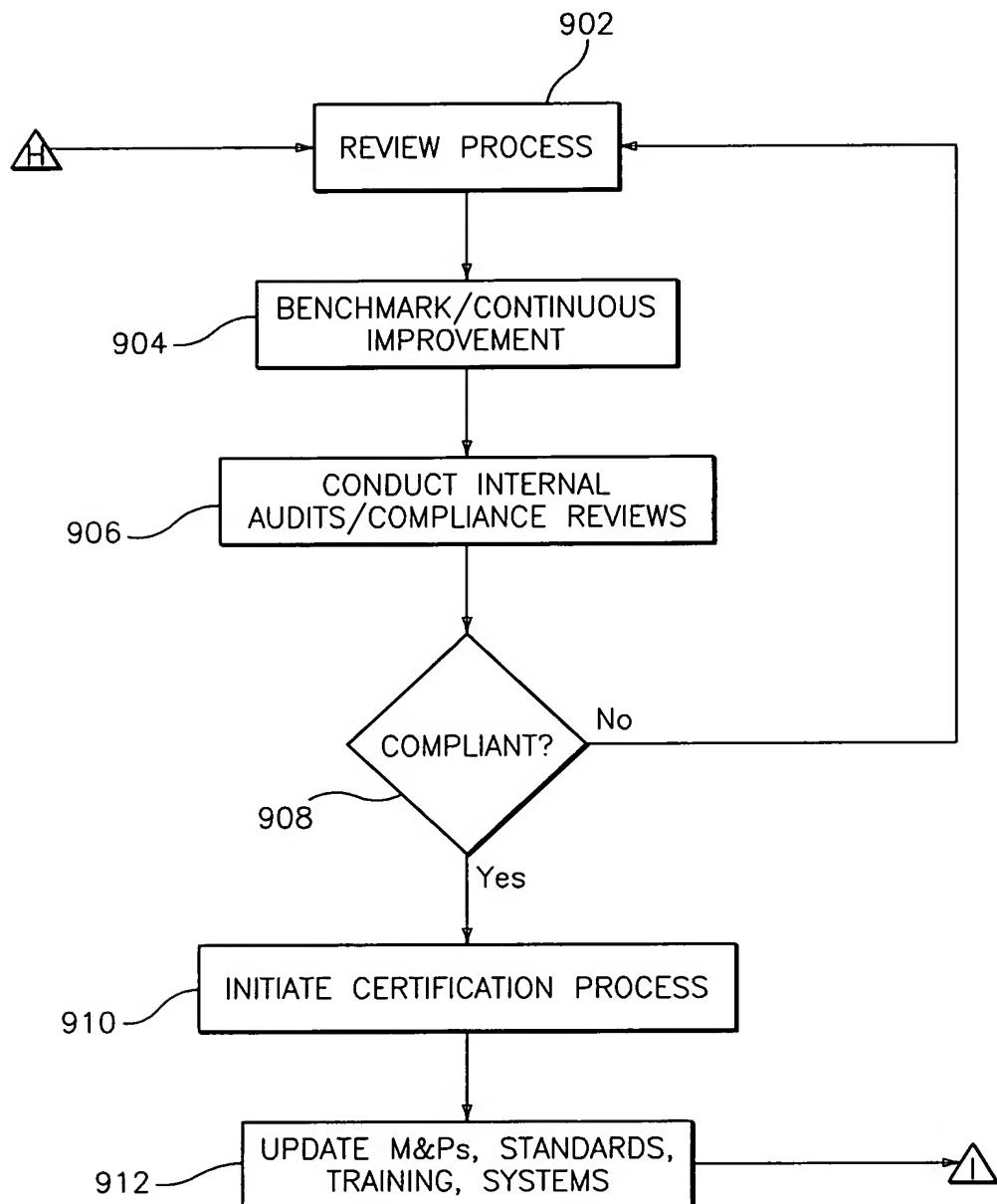


FIG. 9

A METHOD, SYSTEM, AND STORAGE MEDIUM FOR PROVIDING
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ACTIVITY LIST SUMMARY						STATE: GA
						CENTER: AFIG
						AREA: see below
						DATE UPDATED: 5/2/2003
ACT.	ACTIVITY	UNIT OF MEASURE	DAILY FREQ	MONTHLY VOL	EST MINS	ESM/REQ% TOTAL VOL
	SO Processing Area					
1	RMA Resolution	order				
2	Reuse report	use group				
3	QA report	order				
4	SOCS errors	error				
5	Field assist calls	call				
6	HAL report	order				
7	PAWS pending order report	order				
	EWO Processing Area					
8	Basic inventory updates	item				
18	Delay/deficiency reports	report				
	Data Base Maintenance Area					
19	DAVAR processing	report				
20	Defective pair reports	item				
21	E911 activities	item				
22	RSAG activities	order/item				
23	Miscellaneous data base update/correct	item				
24	DIS fallout	item				
25	LURI/RULI reports	item				
26	Pending order/past due reports	order				
27	LMOS updates	order				
28	DAML removal	wait				
29	TRAPPER center referrals	item				
30	Projects/Conversions	item				
						0 TOTAL MONTHLY VOL

FIG. 10

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Department:			
Supervisor:			
Date:	4/30/2003		
	DAILY	DAILY	DAILY
0/U	Total Demand	Hrs	Exception HRS
8am			
10am			
12pm			
2pm			
4pm			
6pm			
Over/Under (EH)			
Craft Person			
SMITH, PATRICIA R	(1.42)	(2.00)	(2.00)
	(2.00)	(2.00)	(1.00)
Total Over/Under (EH)	(1.42)	(2.00)	(2.00)
	(2.00)	(2.00)	(1.00)
0.00	0.00	0.00	
	(8.42)	9.00	0.00
	(8.42)	9.00	0.00

FIG. 11

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FIG. 12

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ACTION PLAN

DEPARTMENT: _____ DATE: _____ PAGE: _____

FIG. 13